

# ConnectCare

## Dental Coordinated Care

*Helping to Decrease Patient No-Show Rates*

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## Introduction

### About ConnectCare

ConnectCare is a program administrated by the Arkansas Department of Health. The Arkansas Medicaid Program contracts with the Department of Health to assist Medicaid and ARKids First families find a Medical Home by helping them find a primary care doctor (PCP) and dental care.

To learn more, use any of the following web addresses to access the ConnectCare website:

- Go to [www.connectcare.arkansas.gov](http://www.connectcare.arkansas.gov) , [www.connectcare.ar.gov](http://www.connectcare.ar.gov) , or [www.seeyourdoc.org](http://www.seeyourdoc.org)

### Dental Coordinated Care

The *Dental Coordinated Care* component of *ConnectCare* (also known as *ConnectCare Dental*) helps coordinate dental care for Arkansas Medicaid/ARKids First beneficiaries and dental providers.

The *ConnectCare - Dental Coordinated Care* program is designed to:

- Help Medicaid Dental Providers reduce their patient “no-show” rate
- Assist Arkansas Medicaid/ARKids First beneficiaries find dental care

To learn more, use the following shortcut to access the *Dental Coordinated Care* page of the ConnectCare website:

- Using a web browser, enter [ar.gov/dentalcare](http://ar.gov/dentalcare) **NEW** ← (Do not enter “www” or “.com”)

### Dental Provider Requests

ConnectCare can help Medicaid dental providers with:

- Appointment reminder calls
- Rescheduling missed appointments
- Scheduling dental appointments
- Dismissal notices
- Spanish interpretation (for Dental Coordinated Care services)
- Transportation assistance

### ConnectCare Dental Helpline

ConnectCare can help Medicaid and ARKids First beneficiaries with:

- Finding a dentist or dental specialists
- Scheduling appointments
- Appointment reminders
- Answering dental benefit questions
- Arranging Medicaid transportation for dental appointments

#### ConnectCare Dental Helpline

Toll-Free: 1-800-322-5580

Central AR: 501-614-5933

(Select option 3)

#### Hours of Operation

Monday through Friday

8:00 am – 4:30 pm

## How to Request Services

Medicaid Dental Providers have the following options for submitting Dental Provider Requests to ConnectCare:

### Online

Here are some advantages of submitting *Online Dental Provider Requests*:

- Requests are delivered immediately to ConnectCare
- Multiple beneficiaries can be entered on 1 request form
- It's faster and easier than writing the information on paper and faxing it to ConnectCare
- It's a paperless way of submitting requests to ConnectCare (**Go Green!**)

To submit *Online Dental Provider Request Forms* from the ConnectCare website:

1. Using a web browser, enter [ar.gov/dds](http://ar.gov/dds) **NEW** ← (Do not enter “www” or “.com”)
2. Enter the Dental Provider's Information (Only enter email address to receive a copy of the request)
3. Enter the Information & Services Requested for Beneficiary #1
4. Click “Add Entry” to enter additional beneficiaries
5. When form is complete, click “Submit Request”

### Fax

Dental Provider Request Forms or Patient Route Slips can be faxed to:

- [501-280-4180](tel:501-280-4180)
- To learn about using Patient Route Slips to request services, see [page 4](#).
- To learn how to obtain Dental Provider Request Forms, see [page 4](#).

### Email

Dental Provider Request Forms or Patient Route Slips can be emailed to:

- [connectcare.dental@arkansas.gov](mailto:connectcare.dental@arkansas.gov)

(NOTE: Please do not send request forms to an individual employee's email address.)

- To learn about using Patient Route Slips to request services, see [page 4](#).
- To learn how to obtain Dental Provider Request Forms, see [page 4](#).

### Postal Mail

Dental Provider Request Forms or Patient Route Slips can be mailed to:

- [ConnectCare – Dental Coordinated Care](#)  
[Arkansas Department of Health](#)  
4815 W. Markham Street, Slot 1  
Little Rock, AR 72205

(NOTE: It may take several days for ConnectCare to receive request forms submitted by postal mail.)

- To learn about using Patient Route Slips to request services, see [page 4](#).
- To learn how to obtain Dental Provider Request Forms, see [page 4](#).

## How to obtain Dental Provider Request Forms

### ConnectCare Website

#### To obtain Dental Provider Request Forms from the *ConnectCare website*:

- Using a web browser, enter [ar.gov/dentalcare](http://ar.gov/dentalcare) **NEW** ← (Do not enter “www” or “.com”)
- Go to the “*Requesting Dental Coordinated Care Services*” section (Located at bottom of web page)

This section provides the following “Dental Provider Request Form” links:

- [Email Request Form – Excel](#)
- [Online Dental Provider Request Form](#)

### ConnectCare Staff

#### To obtain Dental Provider Request Forms from *ConnectCare staff*:

- Call the ConnectCare Dental Helpline:
  - Toll-Free: [1-800-322-5580](tel:1-800-322-5580) (Select option 3)
  - OR
  - Central AR: [501-614-5933](tel:501-614-5933) (Select option 3)

(NOTE: ConnectCare staff can send request forms to Medicaid dental providers by email, fax, or postal mail.)

### Patient Route Slips ← **NEW**

Several Medicaid Dental Providers prefer to use Patient Route Slips to request ConnectCare services for their Medicaid and ARKids First patients.

Patient Route Slips are available on most dental software, such as *Dentrix* and *Eagle Soft*.

Most of the patient information that ConnectCare staff needs to give “Appointment Reminders” or to “Reschedule Missed Appointments” are printed on the Patient Route Slips.

#### To send *Patient Route Slips* to ConnectCare:

1. Print-off the Patient Route Slips.
2. Make sure that each Patient Route Slip has the following information:
  - Name
  - Medicaid Number
  - Mailing Address
  - Phone Number(s)
  - Appointment Date & TimePlease hand-write any of the above information that is not printed on the Patient Route Slips.
3. Add a Cover Sheet (Cover sheet must include the provider’s “name”, “phone #” and “requesting service”)
4. Fax Patient Route Slips to [501-280-4180](tel:501-280-4180) or email them to [connectcare.dental@arkansas.gov](mailto:connectcare.dental@arkansas.gov).

## Dental Coordinated Care Services

### Appointment Reminders

ConnectCare staff gives reminder calls for appointments scheduled by *ConnectCare* and *Medicaid dental providers*.

Dental providers can request ConnectCare staff to provide a reminder call for their Medicaid and ARKids First dental appointments. Reminders are given the business day before the appointment date.

ConnectCare staff will follow-up with dental providers on the business day after of each “ConnectCare-Reminded” appointment (To find out if the beneficiary attended his/her dental appointment).

#### To Request ConnectCare to Provide Appointment Reminder Calls:

- Submit requests (see required information below) to ConnectCare **two (2) business days before** the dental appointment date; this will give ConnectCare staff adequate time to provide the reminder calls and input the necessary data to be included in the *Confirmation Results* reports

Dental providers can receive daily “Confirmation Results” reports and monthly “Appointment Attendance Reports” by email.

#### The “Confirmation Results” reports provide the following type of information:

- Confirmed appointment
- No Answer
- Left message on voicemail
- Not a working number

(For more information about *Confirmation Results* reports and *Appointment Attendance Reports*, see [page 11](#))

### \*\*\*Required Information for Appointment Reminders\*\*\*

#### Dental Provider’s Information

- Medicaid Provider Number (9 digit Medicaid Provider #; not NPI #)
- Dental Provider’s Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

#### Beneficiary’s Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter address or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

#### Services Requested

- To request ConnectCare to give a reminder call:
  - Place a check-mark next to “*Appointment Reminder*”
- To request ConnectCare to give a reminder call and to set-up Medicaid transportation for the appointment:
  - Place a check-mark next to “*Set-up Transportation*”
  - **NOTE:** To allow ConnectCare staff adequate time to contact beneficiary to set-up transportation, please submit requests to ConnectCare at least **one (1) week before** the appointment date
- Enter the date & time of the appointment
- To notify ConnectCare staff that the beneficiary may need Spanish Interpretation:
  - Place a check-mark next to “*May Need Spanish Interpretation*”
- Enter any notes/information that you would like ConnectCare staff to communicate to the beneficiary

## Reschedule Missed Appointments

Medicaid dental providers can request ConnectCare to assist beneficiaries with rescheduling their missed dental appointments.

Phone call attempts are made to beneficiaries daily (up to 3 business days).

ConnectCare will assist beneficiaries with rescheduling their appointment with the provider on a conference call.

### Letters are mailed to beneficiaries for the following reasons:

- Could not be reached by phone
- Did not wish to reschedule their appointment at the time
- Preferred to contact the dental provider themselves

Dental providers can receive a “Provider Request Results” report by email on a weekly/monthly basis.

### These reports provide the following type of information:

- Appointment rescheduled
- Beneficiary is seeing a different dental provider
- Eligibility has ended
- Beneficiary has moved
- ConnectCare mailed a letter to the beneficiary

(For more information about *Provider Request Results* reports, see [page 11](#))

## \*\*\*Required Information for Rescheduling Missed Appointments\*\*\*

### Dental Provider’s Information

- Medicaid Provider Number (9 digit Medicaid Provider #; not NPI #)
- Dental Provider’s Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

### Beneficiary’s Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter mailing address and zip code or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

### Services Requested

- To request ConnectCare to reschedule a missed appointment:
  - Place a check-mark next to “Reschedule “Missed” Appt”
- Enter the date & time of the “missed” appointment.
- To notify ConnectCare staff that the beneficiary may need Transportation Assistance:
  - Place a check-mark next to “May Need Transportation Assistance”
- To notify ConnectCare staff that the beneficiary may need Spanish Interpretation:
  - Place a check-mark next to “May Need Spanish Interpretation”
- Enter any notes/information that you would like ConnectCare staff to communicate to the beneficiary

## Schedule New Dental Appointments

Dental providers can request ConnectCare staff to assist beneficiaries with scheduling new dental appointments.

**This service is ideal for providers who were not able to reach beneficiaries to schedule the following types of appointments:**

- Dental procedures that do not require prior-authorization (Such as fillings, crowns, extractions and etc.)
- “Prior-Authorization Received” dental procedures (Such as root canals, braces, partials and etc.)
- Dental exam & cleanings (NOTE: For “Exam & Cleaning” appts, beneficiaries are contacted by letter only)

Phone call attempts are made to beneficiaries daily (up to 3 business days).

ConnectCare will assist beneficiaries with scheduling an appointment with the provider on a conference call.

**Letters are mailed to beneficiaries for the following reasons:**

- Could not be reached by phone
- Did not wish to schedule an appointment at the time
- Preferred to contact the dental provider themselves

**Dental providers can receive a “Provider Request Results” report by email on a weekly/monthly basis. These reports provide the following type of information:**

- Set-up dental appointment
- Beneficiary is seeing a different dental provider
- Eligibility has ended
- Beneficiary has moved
- ConnectCare mailed a letter to the beneficiary

(For more information about *Provider Request Results* reports, see [page 11](#))

### \*\*\*Required Information for Scheduling Appointments\*\*\*

#### Dental Provider’s Information

- Medicaid Provider Number (9 digit Medicaid Provider #; not NPI #)
- Dental Provider’s Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

#### Beneficiary’s Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter mailing address or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

#### Services Requested

- To request ConnectCare to schedule an appointment, place a check-mark next to 1 of the following:
  - *Schedule Exam & Cleaning Appt*
  - *Schedule New Appt*
  - *Schedule “New” Appt (For Prior Authorization Received Procedures)*
- To notify ConnectCare staff that the beneficiary may need Transportation Assistance:
  - Place a check-mark next to “*May Need Transportation Assistance*”
- To notify ConnectCare staff that the beneficiary may need Spanish Interpretation:
  - Place a check-mark next to “*May Need Spanish Interpretation*”
- Enter any notes/information that you would like ConnectCare staff to communicate to the beneficiary

## Set-up Transportation for Dental Appointments

Dental providers can request ConnectCare staff to assist eligible beneficiaries with setting-up transportation for their dental appointments.

### ConnectCare provides transportation assistance for:

- Medicaid beneficiaries (Who are eligible for dental benefits)
- “ARKids First A” beneficiaries (NOTE: “ARKids First B” beneficiaries are not eligible for transportation)

### To request ConnectCare to provide transportation assistance for dental appointments:

- Submit requests (see required information below) to ConnectCare at least **1 week before** the dental appointment date; this will give ConnectCare staff adequate time to contact the beneficiary to set-up transportation with the transportation broker.

Phone call attempts are made to beneficiaries daily (up to 3 business days).

ConnectCare will assist beneficiaries with setting-up transportation with transportation broker on a conference call.

Dental providers can receive a “Provider Request Results” report by email on a weekly/monthly basis.

These reports provide the following type of information:

- Set-up transportation
- Beneficiary is seeing a different dental provider
- Eligibility has ended
- Beneficiary has moved

(For more information about *Provider Request Results* reports, see [page 11](#))

### \*\*\*Required Information for Setting-up Transportation\*\*\*

#### Dental Provider’s Information

- Medicaid Provider Number (9 digit Medicaid Provider #; not NPI #)
- Dental Provider’s Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

#### Beneficiary’s Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter mailing address or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

#### Services Requested

- To request ConnectCare to set-up Medicaid transportation for an appointment and to give a reminder call:
  - Place a check-mark next to “Set-up Transportation”
- Enter the date & time of the dental appointment
- To notify ConnectCare staff that the beneficiary may need Transportation Assistance:
  - Place a check-mark next to “May Need Transportation Assistance”
- To notify ConnectCare staff that the beneficiary may need Spanish Interpretation:
  - Place a check-mark next to “May Need Spanish Interpretation”
- Enter any notes/information that you would like ConnectCare staff to communicate to the beneficiary



## Dismissal Notices

**Dental providers can request ConnectCare staff to assist beneficiaries who have been dismissed for the following reasons:**

- Missed dental appointments
- Various reasons (Reasons other than “missed appointments”)

ConnectCare staff will not make phone call attempts to provide dismissal notices. Dismissal notices are mailed to beneficiaries.

**Dental providers can receive a “Provider Request Results” report by email on a weekly/monthly basis. These reports provide the following type of information:**

- Eligibility has ended
- ConnectCare mailed letter to the beneficiary

(For more information about *Provider Request Results* reports, see [page 11](#))

### \*\*\*Required Information for Dismissal Notices\*\*\*

#### Dental Provider’s Information

- Medicaid Provider Number (9 digit Medicaid Provider #; not NPI #)
- Dental Provider’s Phone # (Include area code)
- Contact Person (Name of person submitting request)
- Email Address (This is only required if the provider would like to receive a copy of their “online request”)

#### Beneficiary’s Information

- First & Last Name
- Medicaid/ARKids First #
- Date of Birth
- Responsible Party (Name of the parent, legal guardian, or caregiver)
- Mailing Address (Enter address or select “Use address listed in Medicaid system”)
- Phone # (Enter the phone number; if needed, enter another phone number in the “Alternate Phone #” field)

#### Services Requested

- To request ConnectCare to give a dismissal notice, place a check-mark next to 1 of the following:
  - *Dismissal Notice (For Missed Appts)*
  - *Dismissal Notice (For Various Reasons)*
- To notify ConnectCare staff that the beneficiary may need Spanish Interpretation:
  - Place a check-mark next to “*May Need Spanish Interpretation*”  
(If selected, ConnectCare will send the beneficiary a dismissal notice in English and also in Spanish)
- Enter any notes/information about the beneficiary’s dismissal

## Additional Services

### Spanish Interpretation

**ConnectCare provides Spanish interpretation for the following *Dental Coordinated Care* services:**

- Appointment Reminders
- Reschedule Missed Appointments
- Schedule Dental Appointments
- Set-up Transportation for Dental Appointment
- Dismissal Notices

**To learn how to complete request forms:**

- See *\*\*\*Required Information\*\*\** on pages 5 - 9

### Medicaid Transportation Assistance

When dental providers request ConnectCare to assist beneficiaries with scheduling or rescheduling an appointment, the provider can let ConnectCare know that the beneficiary may also need “Transportation Assistance”.

**ConnectCare provides transportation assistance (if needed) for:**

- Medicaid beneficiaries
- ARKids First A beneficiaries

Phone call attempts are made to beneficiaries daily (up to 3 business days).

ConnectCare will contact the dental provider if beneficiary/guardian cannot be reached.

**ConnectCare will offer to assist beneficiaries with the following:**

- Setting-up transportation with Medicaid transportation broker on a conference call
- Provide the contact information of their Medicaid transportation broker

**To request ConnectCare to provide transportation assistance for dental appointments:**

- Submit requests **1 week before** the beneficiary’s dental appointment; ConnectCare will also give the beneficiary a reminder call
- To learn how to complete request forms:
  - See *\*\*\*Required Information\*\*\** on [page 8](#)

**To request transportation assistance for Scheduling/Rescheduling dental appointments:**

- To learn how to complete the request forms:
  - See *\*\*\*Required Information\*\*\** on pages 6 - 7

## Dental Provider Reports

Medicaid dental providers can request to receive the following reports by email:

### Confirmation Results

*Confirmation Results* reports are designed to give Medicaid dental providers the results of each reminder call given by ConnectCare staff. These reports are scheduled to run daily (Monday – Friday) by 1:30 pm and then emailed to dental providers.

**To receive daily Confirmation Results:**

- Let ConnectCare staff know that your office is interested in receiving daily *Confirmation Results* reports for appointment reminders (To get the ConnectCare Dental Helpline phone numbers, see [pages 2](#))
- Submit request forms (for Appointment Reminders) to ConnectCare **two (2) business days before** the appointment date; this will give ConnectCare employees plenty of time to provide the reminder calls and input the necessary data to be included in the *Confirmation Results* reports emailed to the dental provider

### Provider Request Results

*Provider Request Results* reports are designed to give Medicaid dental providers the final result of each “Dental Provider Request” submitted to ConnectCare. These reports are scheduled to run on a weekly and/or monthly basis.

NOTE: Provider Request Results reports do not include the results of “Appointment Reminder” requests.

**To receive weekly/monthly Provider Request Results:**

- Let ConnectCare staff know that your office is interested in receiving *Provider Request Results* on a weekly and/or monthly basis (To get the ConnectCare Dental Helpline phone numbers, see [pages 2](#))

### Appointment Attendance Reports

*Appointment Attendance Reports* includes a pie chart that will show the effectiveness of appointment reminders given the previous month by ConnectCare staff. These reports are scheduled to run on the 6<sup>th</sup> day of each month.

**To receive monthly Appointment Attendance Reports:**

- Let ConnectCare staff know that your office is interested in receiving *Appointment Attendance Reports* (To get the ConnectCare Dental Helpline phone numbers, see [pages 2](#))